



## Connecticut Community Providers Association

*a unified voice for community human service providers*

### CCPA SURVEY OF HUSKY BEHAVIORAL HEALTH RECEIVABLES

Summary Report to Behavioral Health Partnership Oversight Council

December 14, 2005

In anticipation of the upcoming carveout of HUSKY behavioral health services, the Connecticut Community Providers Association (CCPA) issued a survey on HUSKY Behavioral Health receivables in November 2005.

Twenty nine organizations responded to the survey with 26 providing net receivables data that could be tallied. The 26 agencies had total outstanding receivables as of October 31, 2005 of over \$4,000,000. **40.18% of the receivables were past 90 days.**

#### **Respondents**

The respondents were multi-service agencies ranging from very small to very large provider agencies, including the following types of agencies:

- ♦ Licensed outpatient psychiatric clinics for children/ Child Guidance Clinics (18)
- ♦ Multi-service adult and children's mental health agencies (11)
- ♦ Local Mental Health Authorities (8)
- ♦ Addiction Treatment Agencies (5)
- ♦ Residential Treatment Providers (4)
- ♦ General hospitals (2)
- ♦ Methadone Providers (1)

#### **Findings**

The survey yielded summary data by MCO on receivables at 10/31/05 and at 30, 60, 90, 120 and greater than 120 days.

In addition **some agencies provided greater detail about the receivables** for specific levels of care and/or CPT code by plan. Most detailed breakdowns summarized data relating to: OP Clinic (freestanding) adult, child, in-home, ACT & Crisis, residential treatment, IOP, PHP and Extended Day Treatment.

The **average receivable for less than 90 days among the four plans was 59.82%**, a total of \$2,444,234. However, there was variance among the plans, with a range from 53.81% to 65.03% of claims at less than 90 days. Correspondingly, the range in payables greater than 90 days was

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from 34.97% to 46.19%. **29.39% of all claims were over 120 days old. Outstanding receivables over 90 days totaled \$1,641,772.**

See the attached chart for a more detailed summary.

### **Collection Efforts**

Providers were asked to identify **reasons cited for delayed payment of claims**. The most frequently cited response was “claims lost,” followed by “not clean claims” and “claims not payable under contract.”

Most providers indicated that the **claims payment process was similar in the past six months** as it had been, but several indicated potential system changes including:

- ♦ Delayed payment (up to a one month delay from the dating of the check to receipt at the provider agency)
- ♦ Lack of authorization for services after 12/31/05 for higher levels of care (IOP, EDT)

Providers indicated **multiple strategies for claims recovery** including:

- ♦ Appeal letters
- ♦ Resubmission of claims
- ♦ Multiple telephone calls
- ♦ Rebilling of outstanding claims
- ♦ Contacting DSS and Department of Insurance
- ♦ Communication with customer service managers and regional contract managers
- ♦ Contracts with private consultants to recoup payments

### **Potential Next Steps**

1. Provide more detailed information to Transition Subcommittee for further analysis
2. Work with MCOs and provider agencies to accelerate the claims payment process
3. Gain assurance of coverage of receivables past the transition date into the carveout
4. Provide updated survey findings as of 12/31/05 to Behavioral Health Partnership Oversight Council

### **For more information:**

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CCPA Survey of HUSKY Behavioral Health Receivables  
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12/14/05

MCOs	% of Current Receivables As of 10/31/05	% of Receivables 30 Days	% of Receivables 60 Days	% of Receivables <90 Days	% of Receivables 90 Days	% of Receivables 120 Days	% of Receivables >120 Days	% of Receivables >90 Days	% of Total Outstanding Receivables
Plan A	87,972	117,985	78,399	284,356	35,690	15,255	193,116	244,060	528,416
Plan B	338,874	353,766	202,502	895,142	89,177	62,062	330,090	481,329	1,376,471
Plan C	332,959	337,445	253,324	923,728	106,994	62,788	479,214	648,597	1,572,325
Plan D	107,808	119,322	113,879	341,009	42,248	25,493	198,405	267,786	608,794
ALL MCOs TOTAL	867,613	928,517	648,104	2,444,234	274,109	165,598	1,200,826	1,641,772	4,086,006
% of Total	21.23%	22.72%	15.86%	59.82%	6.71%	4.05%	29.39%	40.18%	100.00%

MCOs	% of Total Outstanding Receivables <90 Days	% of Total Outstanding Receivables >90 Days	Total
Plan A	53.81%	46.19%	100.00%
Plan B	65.03%	34.97%	100.00%
Plan C	58.75%	41.25%	100.00%
Plan D	56.01%	43.99%	100.00%

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